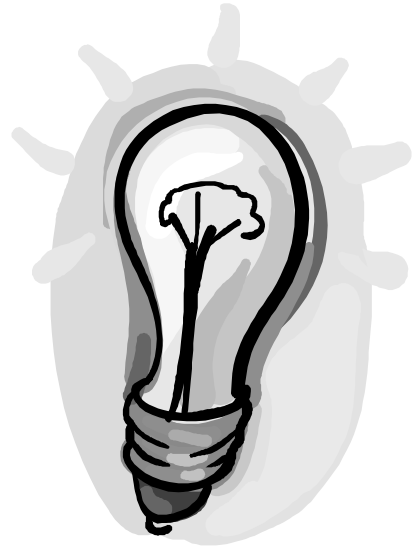
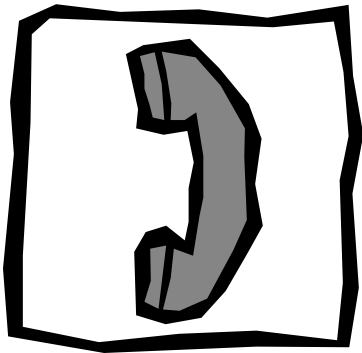


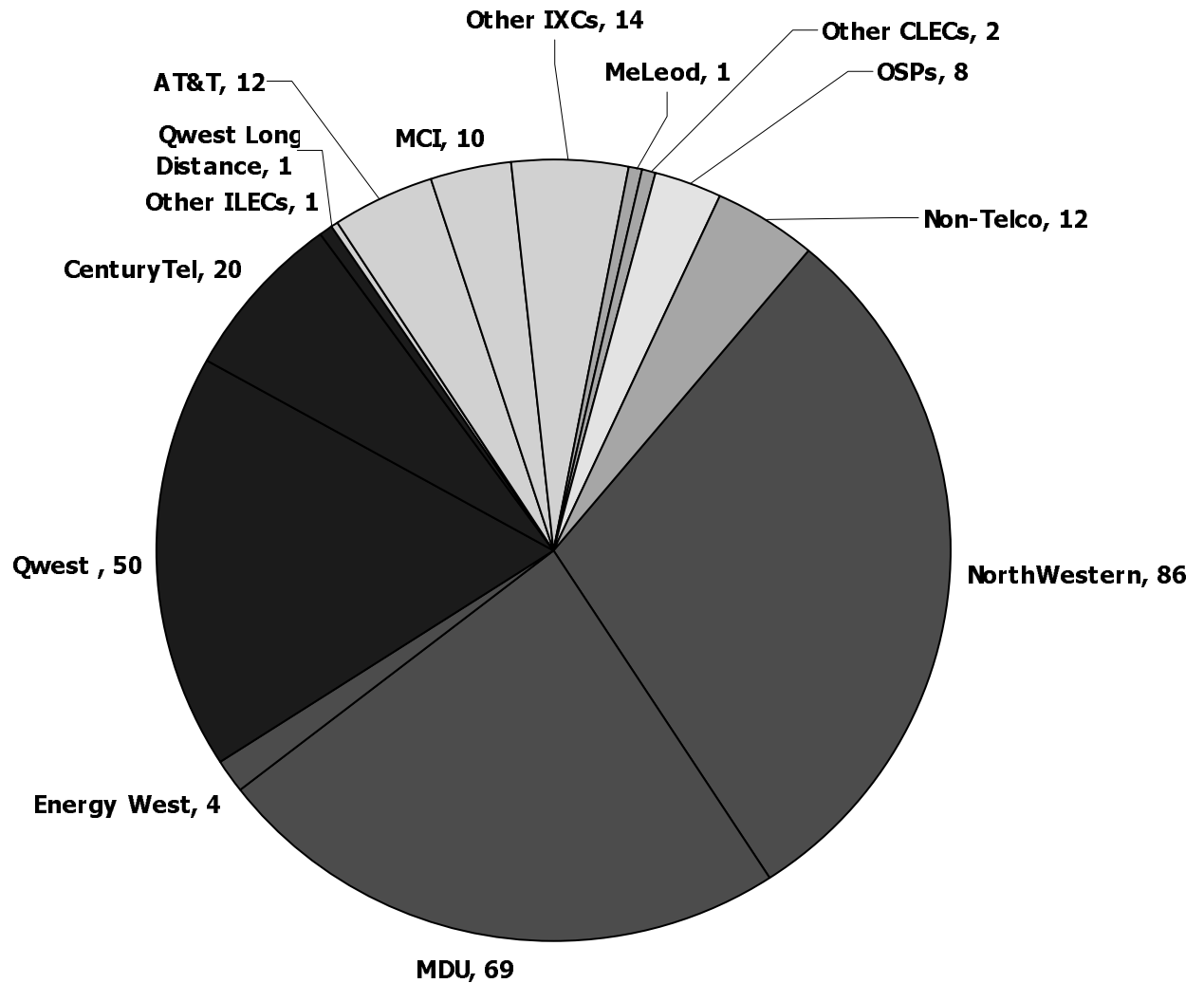
*Utility Consumer Complaints  
Report, 2nd Quarter, 2006*



**Montana  
Public Service  
Commission**



2nd Quarter  
2006 Complaints  
By Utility  
Total—290



OSP—Operator Service Providers

### Complaint Percentages By Utility

#### Weighted Average (Based on '05 Customer Base)

NorthWestern Energy	29.66%	.024%
MDU	23.79%	.083%
Energy West	1.38%	.015%
Qwest	17.24%	.015%
CenturyTel	6.90%	
Other ILECs	.34%	
Qwest LD	.34%	
AT&T	4.14%	
MCI	3.45%	
Other IXC's	4.83%	
McLeodUSA	.34%	
Other CLECs	.69%	
OSPs	2.76%	
Non-Telco	4.14%	
	-----	
	100.00%	

#### Complaints by Service Type

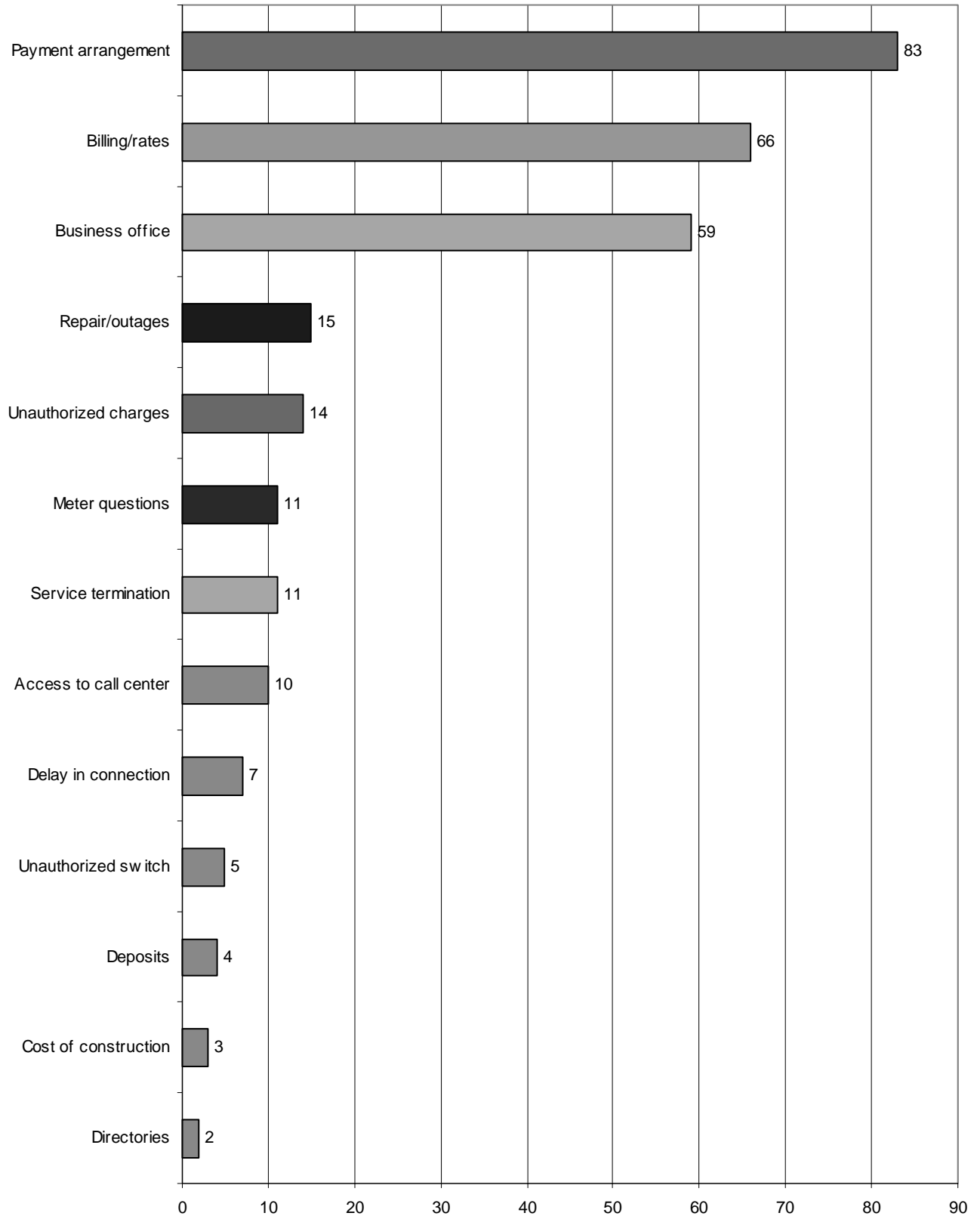
#### Percentage of Total

Energy—159	54.8%
Telecommunications—131	45.2%
<b>Total</b>	<b>100%</b>

**Type and Number of Complaints By District**

	<b><u>Dist. 1</u></b>	<b><u>Dist. 2</u></b>	<b><u>Dist. 3</u></b>	<b><u>Dist. 4</u></b>	<b><u>Dist. 5</u></b>	<b><u>Total</u></b>
<b>1. Billing/Rates</b>	<b>8</b>	<b>13</b>	<b>11</b>	<b>15</b>	<b>19</b>	<b>66</b>
<b>2. Business Office</b>	<b>10</b>	<b>21</b>	<b>7</b>	<b>5</b>	<b>16</b>	<b>59</b>
<b>3. Cram</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>14</b>
<b>4. Payment     Arrangements</b>	<b>20</b>	<b>24</b>	<b>12</b>	<b>14</b>	<b>13</b>	<b>83</b>
<b>5. Access to Business     Office</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>10</b>
<b>6. Repair</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>15</b>
<b>7. Slam</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>8. Delay in Connection</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>7</b>
<b>9. Termination</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>11</b>
<b>10. Meter Questions</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>11</b>
<b>11. Pay-Per-Call</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>12. Deposits</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>
<b>13. Cost of Construction</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>14. Directory Listings</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>
<b>15. Quality of Service</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>Total</u></b>	<b>56</b>	<b>78</b>	<b>47</b>	<b>43</b>	<b>66</b>	<b>290</b>

## **2nd Quarter 2006 Consumer Complaints By Category**



**Number of Complaints**

	<b><u>2005</u></b>	<b><u>2006</u></b>	<b><u>Percent of Change</u></b>
April	132	103	(21.97%)
May	105	96	(8.57%)
June	110	91	(17.27%)
	—	—	—
Total	347	290	(16.43%)

	<b><u>2006</u></b>	<b><u>2006</u></b>	
		<b><u>April</u></b>	
January	104	103	(.96%)
		<b><u>May</u></b>	
February	93	96	3.23%
		<b><u>June</u></b>	
March	106	91	(14.15%)
	—	—	—
Total	303	290	(4.29%)

**Number of Calls**

	<b><u>2005</u></b>	<b><u>2006</u></b>	<b><u>Percent of Change</u></b>
April	1,174	911	(22.40%)
May	896	847	(5.47%)
June	909	851	(6.38%)
	—	—	—
Total	2,979	2,609	(12.42%)

		<b><u>2006</u></b>	
	<b><u>2006</u></b>	<b><u>April</u></b>	
January	1,097	911	(16.96%)
		<b><u>May</u></b>	
February	1,008	847	(15.97%)
		<b><u>June</u></b>	
March	915	851	(6.99%)
	—	—	—
Total	3,020	2,609	(13.61%)